

an SP visual display,

an SP [CCTV] camera,

an SP audio transmitting device, [and]

an SP audio receiving device,

[an SP pneumatic tube carrier delivery and receiving device, and]

at least one customer station, [including:] wherein the customer station is enabled to be operated by a customer requesting a transaction, wherein the customer station includes therein a customer carrier delivery and receiving device and at least one component of:

a customer visual display, [wherein the customer visual display is  
in operative connection with the SP CCTV camera,]

a customer [CCTV] camera, [in operative connection with the SP display,]

a customer audio transmitting device, [and]

a customer audio receiving device, [in operative connection with the SP audio  
receiving device and SP audio transmitting device, respectively, and

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a customer pneumatic tube carrier delivery and receiving device in operative connection with the SP pneumatic tube carrier delivery and receiving device, wherein a carrier is enabled to be selectively moved between the customer station and the SP station]

wherein the SP carrier delivery and receiving device is in operative connection with the customer carrier delivery and receiving device, and wherein a carrier is enabled to be selectively moved with a transaction item between the customer carrier delivery and receiving device and the SP carrier delivery and receiving device,

a building, wherein the SP station and the customer station are positioned inside of the building.

2. (once amended) A system according to claim 38 [1 and further comprising a building,] wherein [said building comprises a wall, wherein said SP station is housed in said building, and wherein at least one component among said customer visual display, customer CCTV camera, customer audio transmitting device, customer audio receiving device and customer carrier device of the customer station is in supporting connection with said wall] the customer station is positioned within the interior area of the building.

3. (once amended) A system according to claim 2 wherein [said building wall is an interior wall] a plurality of customer stations are positioned within the interior area of the building.

4. (once amended) A system according to claim [2] 38 wherein [said] the customer [terminal] station comprises a frame, and wherein [said] the wall comprises an opening, and wherein [said] the frame is in supporting connection with [said] the wall and extends in [said] the opening, and wherein at least one of [said] the customer visual display, customer CCTV camera, customer audio transmitting device, customer audio receiving device, or customer carrier device is in supporting connection with the frame.

5. (once amended) A system according to claim 4 wherein the customer [terminal] station further comprises a cover, and wherein the cover is movably mounted on the frame, and wherein the cover is movable to enable access to the opening.

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6. (once amended) A system according to claim [2] 38 wherein [said] the customer [terminal] station further comprises a cover, and wherein the cover is movably mounted in supporting connection with the wall, and wherein in a first position the cover overlies at least one component among the customer visual display, customer CCTV camera, or customer carrier device, and wherein [said] the cover includes at least one opening, wherein the one component is manually accessible through the at least one opening whereby it is enabled to be operated by a customer in the first position of the cover, and wherein in a second position [said] the cover is disposed from [said] the one component and [said] the component is rendered accessible for servicing.

7. (once amended) A system according to claim 4 wherein [said] the frame comprises a door frame.

8. (once amended) A system according to claim 7 and further comprising at least one hinge operatively connected to [said] the door frame, and wherein [said] the cover is movably mounted relative to [said] the frame through [said] the hinge.

9. (once amended) A system according to claim 4 wherein [said] the frame bounds the opening, and further comprising a subframe in supporting connection with [said] the frame, and wherein [said] the subframe extends in [said] the opening, and wherein at least one of [said] the customer visual display, [said] the customer CCTV camera, or [said] the customer carrier device is in supporting connection with the subframe.

10. (once amended) A system according to claim 6 wherein the cover includes a generally horizontally extending shelf, whereby a customer is enabled to conduct writing or other activities on [said] the shelf.

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12. (once amended) A system according to claim [1] 38 wherein the system comprises a plurality of customer stations, and wherein the SP station is in operative connection with a communication selector device, and wherein the video and audio connection between the SP station and one of [said] the customer stations is responsive to an input to the communication selector device.

13. (once amended) A system according to claim 12 wherein at least one customer station comprises a sensor, wherein [said] the sensor is operative to sense a person positioned adjacent the customer station, and wherein the SP station includes an indicator in operative connection with the sensor wherein an indication is given at the SP station of the presence of the person

adjacent the customer [terminal] station.

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14. (once amended) A system according to claim [1] 38 and further comprising a video switching device in operative connection with the SP station, and wherein the video switching device is operative to selectively establish video connections between the SP CCTV camera and the customer video display on the customer station.

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17. (once amended) The system according claim 16 wherein [said] the video material presenting device comprises a computer, and wherein the computer is in operative connection with a data store, and wherein the data store includes data representative of video material, and wherein the computer is in operative connection with a data transmission line, and wherein the video material is changeable through [said] the data transmission line.

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18. (once amended) The system according to claim [3] 2 and wherein the building includes a secure room, and wherein the SP station is housed in the secure room, and wherein [said] the customer station is disposed outside of [said] the secure room.

19. (once amended) The system according to claim 18 wherein the system further comprises a plurality of customer stations in the building, wherein each of [said] the customer stations being in operative connection with the SP station.

20. (once amended) The system according to claim [2] 38 wherein the customer station is produced by a method comprising [the steps of]:

producing an opening in [said] the wall,

positioning a frame in [said] the opening in supporting connection with the wall, and

positioning [said] the at least one component in supporting connection with the frame.

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21. (once amended) The system according to claim 20 and wherein [said] the customer station further comprises a cover, the method of producing the customer station further comprising the step of movably mounting the cover in supporting connection with the wall, wherein the cover is movable between a first position overlying the opening and a second position wherein the cover is disposed from the opening.

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23. (once amended) The system according to claim 21 wherein in the first position of the cover is in abutting relation with [said] the wall and generally extends in surrounding relation of [said] the frame.

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24. (once amended) The system according to claim [1] 38 wherein the system comprises a plurality of customer stations in operative connection with the SP station, and wherein each customer station includes a device actuatable by a customer at a customer station, and wherein the system further includes a queuing device at the SP station, and wherein the queuing device is in operative connection with each customer actuatable device, and wherein the queuing device is operative to generate an order wherein [said] the order includes data representative of a time sequence in which the actuatable devices at the customer stations were actuated, and wherein

[said] the queuing device is operative to indicate data responsive to [said] the order.

25. (once amended) The system according to claim 24 wherein the SP station further includes a communication selector unit, and wherein [said] the system is operative responsive to inputs to [said] the selector unit to selectively place the SP station in video and audio communication with one of the customer stations, and wherein the selector unit is in operative connection with the queuing device, and wherein the queuing device is operative to remove from the order the data representative of the one customer station responsive to the selector unit operating to place the one customer station and the SP station in communication.

26. (once amended) The system according to claim 25 wherein the customer actuatable device comprises a customer presence sensor, and wherein [said] the queuing device is operative to defer placing data representative of [said] the one customer station in [said] the order while [said] the SP station and [said] the one customer station are in video and audio communication.

27. (once amended) The system according to claim 26 and wherein [said] the queuing device is operative to place data representative of the one customer station in the order again after the customer presence sensor ceases to sense the customer adjacent the one customer station subsequent to the one customer station and SP station being in communication, and thereafter again senses a customer.

In claim 28, line 2, delete "the steps of".

39. (once amended) A system according to claim 38 wherein [the at least one customer station is]  
a plurality of customer pneumatic tube carrier delivery and receiving devices are positioned  
within the interior area of the building.

40. (once amended) A system according to claim 39 wherein a plurality of customer stations are  
positioned within the interior area of the building, wherein each customer station includes:

a customer visual display, wherein the customer visual display is in operative  
connection with the SP station,

a customer CCTV camera in operative connection with the SP station,

a customer audio transmitting device in operative connection with the SP station,

a customer audio receiving device in operative connection with the SP station, and

a customer pneumatic tube carrier delivery and receiving device in operative  
connection with the SP station, wherein a carrier is enabled to be selectively moved between the  
customer station and the SP station.

41. (once amended) A system comprising:

at least one customer station including at least one component of:

a customer visual display,

a customer CCTV camera,

a customer audio transmitting device,

a customer audio receiving device, and

a customer carrier delivery and receiving device,

a building, wherein the building comprises an interior area which includes an interior [a]



wall extending therein, wherein the at least one component is in supporting connection with the wall,

wherein the customer station comprises a frame, and wherein the wall comprises an opening, and wherein the frame is in supporting connection with the wall and extends in the opening, and wherein the at least one component is in supporting connection with the frame.

42. (once amended) A system according to claim 41 wherein the [wall is an interior wall extending in an interior area of the building, wherein the at least one component is positioned within the interior area in supporting connection with the interior wall] system comprises a plurality of customer stations, wherein each customer station includes a frame in supporting connection with an interior wall of the building, wherein each customer station includes at least one component of a customer visual display, a customer CCTV camera, a customer audio transmitting device, a customer audio receiving device, and a customer carrier delivery and receiving device, and wherein the at least one component of each customer station is in supporting connection with the customer station frame.

45. (once amended) A system comprising:

at least one customer station including at least one component of:

- a customer visual display,
- a customer CCTV camera,
- a customer audio transmitting device,
- a customer audio receiving device, and
- a customer carrier delivery and receiving device,

a building, wherein the building comprises an interior area which includes an interior [a] wall extending therein, wherein at least one component is in supporting connection with the wall, wherein the customer station is produced by a method comprising the steps of:  
producing an opening in the wall,  
positioning a frame in the opening in supporting connection with the wall, and  
positioning the at least one component in supporting connection with the frame.

46. (once amended) A system according to claim 45 [wherein the wall is an interior wall extending in an interior area of the building, wherein the at least one component is positioned within the interior area in supporting connection with the interior wall] further comprising producing plurality of customer stations, wherein each customer station includes a frame in supporting connection with an interior wall of the building, wherein each customer station includes at least one component of a customer visual display, a customer CCTV camera, a customer audio transmitting device, a customer audio receiving device, and a customer carrier delivery and receiving device, and wherein the at least one component of each customer station is in supporting connection with the customer station frame.

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Kindly add new claim 47 as follows:

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47. A transaction system comprising:

a service provider (SP) station, wherein the SP station is enabled to be operated by a service provider providing a transaction, wherein the SP station includes an SP

communication device,

a customer station, wherein the customer station is enabled to be operated by a customer requesting a transaction, wherein the customer station includes a customer communication device, wherein the customer communication device is in operative connection with the SP communication device enabling communication between a customer at the customer station and a service provider at the SP station,

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a delivery device, wherein the delivery device includes an inner volume therein, wherein the delivery device is adapted to hold a transaction item in the inner volume during a delivery, wherein a transaction item is enabled to be deposited into the inner volume at either of the SP or customer stations, wherein a transaction item is enabled to be received from the inner volume at either of the SP or customer stations, and wherein the delivery device is movable to deliver a deposited transaction item from either of the SP or customer stations to the other respective SP or customer station,

a building, wherein the SP station and the customer station are positioned inside of the building.

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#### **Remarks**

Reconsideration is respectfully requested. Claims 1-10, 12-14, 17-21, 23-28, 39-42, and 45-46 have been amended. Claim 47 has been added. Claims 1-47 are pending in the